



## LifeLine contacts received and closed by CAB during the month of December 2018

Data queried on: 010919

### Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Received and closed <sup>1</sup>	68	78	50	115	141	144	155	154	207	162	185	133	154
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	2	0	0	4	5	5	6	2	1	3	4	5	5
LL Documents Not Provided/Does Not Meet Guidelines	0	0	0	0	1	0	1	5	2	1	2	0	2
LL Form Complexity	3	10	6	11	16	19	17	16	18	14	9	8	21
LL IDV Identity Verification	1	2	0	3	7	8	7	6	16	9	12	10	10
LL Initials Missing	1	0	0	0	1	0	1	1	3	0	3	0	1
LL No Carrier Authority	1	1	0	5	1	0	0	0	2	0	0	0	0
LL Nondeliverable	0	1	0	2	0	0	0	0	0	2	0	1	1
LL Policy/Practices	40	37	17	51	70	62	62	67	81	69	82	60	75
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	0	1	2	0	2	1	2	0	0	0	0
LL SSN/DOB/Tribal ID Not Provided	1	0	0	0	0	0	2	4	1	0	3	1	0
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Appeals</b>	<b>49</b>	<b>51</b>	<b>23</b>	<b>77</b>	<b>103</b>	<b>94</b>	<b>98</b>	<b>102</b>	<b>126</b>	<b>98</b>	<b>115</b>	<b>85</b>	<b>115</b>
LifeLine Billing Subcategories													
LLB Address Error	0	1	2	1	2	1	3	2	8	5	4	4	1
LLB Application Request	2	4	2	4	2	4	9	7	8	8	10	9	3
LLB Approved for Discount	3	6	4	8	6	15	6	14	15	11	15	10	5
LLB Discount Switched to Other Carrier	4	3	4	7	9	12	17	20	22	11	16	10	10
LLB Federal Program/Equipment	9	13	15	17	19	18	22	9	28	30	25	15	20
LLB New Phone Service Not LL Eligible	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</b>	<b>19</b>	<b>27</b>	<b>27</b>	<b>37</b>	<b>38</b>	<b>50</b>	<b>33</b>	<b>52</b>	<b>81</b>	<b>65</b>	<b>70</b>	<b>48</b>	<b>39</b>
LifeLine Freeze Subcategories <sup>4</sup>													
LLF Address Change	0	0	0	0									
LLF Enrollment Freeze	0	0	0	0									
LLF Failure to Provide Service	0	0	0	1									
LLF Federal Violation	0	0	0	0									
LLF Late Fees	0	0	0	0									
LLF State Violation	0	0	0	0									
<b>Total Freeze</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>									

## Section II - Written LifeLine Contacts Received and Closed by Case Type

<b>LifeLine Written Contacts in CAB</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>Received</b>													
LL Appeals (Landline & Wireless) Received	100	134	142	168	184	128	137	151	156	106	148	128	181
LL Billing Received	43	64	67	108	61	66	54	70	79	71	52	39	46
LL Complaints Received	1	2	2	5	1	1	1	1	4	3	4	3	6
LL Inquiries Received	29	24	24	23	12	23	20	12	22	19	16	25	22
LL Assignment Pending	16	34	18	33	35	47	15	6	26	20	54	20	26
LL Enrollment Request Freeze <sup>4</sup>	0	1	0	0									
LL Discount Transfer Freeze <sup>4</sup>	0	0	0	0									
<b>Total Written Contacts Received</b>	<b>189</b>	<b>259</b>	<b>253</b>	<b>337</b>	<b>293</b>	<b>265</b>	<b>227</b>	<b>240</b>	<b>287</b>	<b>219</b>	<b>274</b>	<b>215</b>	<b>281</b>
<b>Closed</b>													
LifeLine Appeals Closed	100	139	145	176	177	195	139	159	151	140	176	131	167
<b>Landline Appeals</b>	<b>54</b>	<b>74</b>	<b>107</b>	<b>117</b>	<b>113</b>	<b>128</b>	<b>84</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>77</b>	<b>101</b>
<b>Wireless Appeals</b>	<b>46</b>	<b>65</b>	<b>38</b>	<b>59</b>	<b>64</b>	<b>67</b>	<b>55</b>	<b>64</b>	<b>56</b>	<b>46</b>	<b>84</b>	<b>54</b>	<b>66</b>
LL Billing Closed	59	53	85	88	86	72	67	61	66	82	62	60	42
LL Complaints Closed	0	0	1	2	4	1	1	1	2	5	1	2	2
LL Inquiries Closed	28	37	36	31	25	36	30	9	24	25	20	26	31
LL Enrollment Request Freeze <sup>4</sup>	0	1	0	0									
LL Discount Transfer Freeze <sup>4</sup>	0	0	0	0									
LL Unknown <sup>2</sup> Closed	1	1	1	0	2	1	2	1	1	2	0	1	2
<b>Total Written Contacts Closed</b>	<b>188</b>	<b>231</b>	<b>268</b>	<b>297</b>	<b>294</b>	<b>305</b>	<b>239</b>	<b>231</b>	<b>244</b>	<b>254</b>	<b>259</b>	<b>220</b>	<b>244</b>

### Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	December		
LifeLine Appeals (Landline & Wireless)														Denial Overturned <sup>3</sup>	Denial Upheld <sup>3</sup>	
LL Customer Did Not Return Form	28	38	34	37	41	48	38	40	29	34	53	32	43	2	41	
LL Documents Not Provided/Does Not Meet Guidelines	22	19	21	21	13	20	14	29	23	17	18	12	18	11	3	
LL Form Complexity	3	4	4	9	5	3	8	3	3	4	4	8	8	1	2	
LL IDV Identity Verification	15	45	57	67	83	94	64	54	69	62	63	57	70	24	42	
LL Initials Missing	11	17	10	14	12	9	5	16	11	9	10	8	12	0	12	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	
LL Policy/Practices	2	2	7	4	1	4	1	3	4	3	3	0	2	0	2	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	0	1	1	2	2	1	0	1	1	1	1	0	1	0	0	
LL Signature/Printed Name Does Not Match/Missing	10	6	4	15	13	10	5	4	3	4	6	6	5	0	4	
LL SSN/DOB/Tribal ID Not Provided	9	7	6	7	7	6	3	7	8	6	18	8	7	3	3	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	100	139	145	176	177	195	138	158	151	140	176	131	167			
LifeLine Billing														Service Provider Type		
														VoIP	Wireless	Wireline
LLB Address Error	12	4	7	5	7	2	2	1	2	3	1	7	1	0	0	1
LLB Application Request	11	18	43	47	57	32	32	29	31	48	36	19	23	0	8	15
LLB Approved for Discount	9	11	12	13	6	17	9	5	13	11	7	7	10	0	4	6
LLB Discount Switched to Other Carrier	13	9	10	9	7	7	6	7	9	5	8	14	5	0	1	4
LLB Federal Program/Equipment	14	11	13	14	9	14	18	19	11	15	10	13	6	0	6	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	59	53	85	88	86	72	67	61	66	82	62	60	45			
LifeLine Freeze <sup>4</sup>																
LLF Address Change	0	0	0	0	/	/	/	/	/	/	/	/	/			
LLF Enrollment Freeze	0	1	0	0	/	/	/	/	/	/	/	/	/			
LLF Failure to Provide Service	0	0	0	0	/	/	/	/	/	/	/	/	/			
LLF Federal Violation	0	0	0	0	/	/	/	/	/	/	/	/	/			
LLF Late Fees	0	0	0	0	/	/	/	/	/	/	/	/	/			
LLF State Violation	0	0	0	0	/	/	/	/	/	/	/	/	/			
Total Freeze	0	1	0	0	/	/	/	/	/	/	/	/	/			

**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

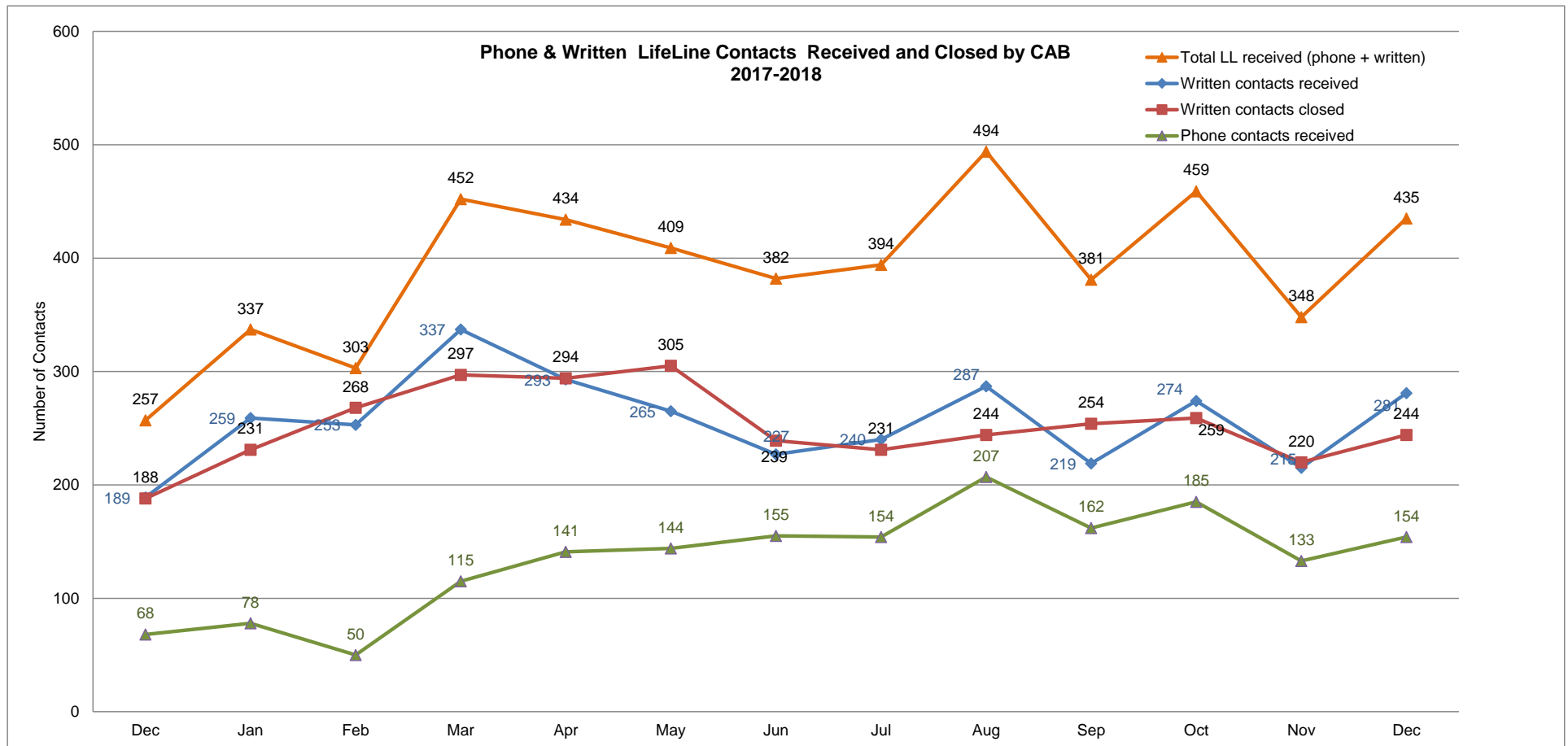
1 Phone contacts are closed the same day they are received.

2 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

3 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

4 LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

## LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone contacts received	68	78	50	115	141	144	155	154	207	162	185	133	154
Written contacts received	189	259	253	337	293	265	227	240	287	219	274	215	281
Total LL received (phone + written)	257	337	303	452	434	409	382	394	494	381	459	348	435
Written contacts closed	188	231	268	297	294	305	239	231	244	254	259	220	244